



2 INCOME/CATEGORICAL ELIGIBILITY
2.2 Initial Contact and Appointment Scheduling

Effective: 12/1/95
Revised: 3/1/01

POLICY: Persons applying for WIC are screened to determine potential eligibility. Circumstances include applications for WIC for the first time or after separation from the program for a long time, re-enrolls, and new pregnancies, but does not include recertifications or when pregnant women change status to postpartum. Pregnant women who misses her initial certification appointment must be contacted by the project, at least once, to reschedule the appointment. If applicants are not eligible to participate, an ineligibility letter is provided and they are informed of the right to request a fair hearing. Potentially eligible applicants must be offered appointments within the specified timeframes.

PROCEDURE:

A. ELIGIBILITY REQUIREMENTS

Determine if the applicant meets the criteria to be potentially eligible for WIC. (See 2.1 Certification Requirements and 2.3 Income Eligibility for further assistance.)

They must be:

1. A resident of the WIC Project service area
2. Categorically eligible- Pregnant woman, breastfeeding woman (less than 1 year postpartum), nonbreastfeeding woman (less than 6 months postpartum), infant, or a child less than 5 years old
3. Income eligible

B. INITIAL CONTACT

1. Enter the information into DAISy. (A paper document containing the required information may be used instead, e.g., WIC Application Brochure (DPH 4158) or a project developed form.)
2. The initial contact must include:
 - a) Type of contact (phone-in, walk-in, mail-in)
 - b) ID number
 - c) Last name, First Name
 - d) Probable priority



- e) Application date is the date of the phone call, walk-in or mail application received
 - (1) When the appointment is scheduled for an unborn infant of a WIC mother, the application date is the current date but should be updated later to one of the following:
 - (a) Date mother calls to tell you the baby has been born
 - (b) Date mother visits the clinic to say her baby has been born
 - (c) Date mother brings the infant in for the appointment that was made before its birth
- f) Address and/or telephone number
- g) Document the offered appointment date that is scheduled. If the applicant refuses, document "refused" and document the agreed-upon appointment date.
- h) Request the applicant to keep the project informed of address and telephone changes.
- i) To assure confidentiality, ask the applicant or caregiver for the preferred method for making contact: for mailing, the message on the post card or how to address the envelope; for telephoning, how the WIC staff should identify themselves or leave a message.
- j) Pregnant women who do not keep their initial certification appointment must be contacted to reschedule the appointment. A minimum of one attempt is required unless the telephone number and/or the address are unavailable. This does not apply to draft issuance or other missed appointments.
 - (1) The telephone contact must include offering an additional certification appointment.
 - (2) The mail contact should request that the applicant contact the project for another appointment or the project may provide an appointment.

C. TIMEFRAMES FOR SERVICES

- 1. Individuals who walk-in to the WIC office to request WIC benefits must be offered a certification appointment that would occur:



Income/Categorical Eligibility

- a) Within 10 calendar days from the date of application if she is a probable Priority 1 pregnant woman, an infant less than six months old, or a member of a migrant farmworker household who soon plans to leave project service area
- b) Within 20 calendar days from the date of application for all other applicants
- c) At outlying clinics, do one of the following:
 - (1) complete WIC certification that day
 - (2) offer an appointment within the appropriate timeframe even if it is at a different location
 - (3) if the offered appointment is refused, document "refused," and schedule for the next certification clinic at the outlying clinic
2. Individuals may refuse appointments offered within these timeframes or locations. Document the date of the refused appointment and document rescheduled date.
3. When the project has a waiting list, the applicant must be placed on the waiting list and should be informed (verbally or in writing) of this within 10 to 20 days, defined above.
4. Telephone and mail applications should be scheduled for the next available appointment opening within 30 calendar days.

D. INELIGIBILITY

Persons determined to be ineligible at the initial contact must be informed in writing of the reason for ineligibility and the right to a fair hearing. Nutrition education and information about available health services should still be provided.

1. A WIC Ineligibility/Termination Waiting List Letter (DAISy generated or DPH 4220) is provided:
 - a) immediately if the applicant is present
 - b) as soon as possible within 30 calendar days if the application was mailed or telephone inquiry where name and address were given
 - c) not required for telephone inquiries made when name and address are not given



2. Record Retention:

- a) Maintain the initial contact information for 60 days to satisfy the fair hearing requirements.
 - (1) DAISy maintains this information for 6 months
 - (2) A paper document must be kept if the information was not entered into DAISy
- b) The project must retain paper copies of the WIC Ineligibility/Termination Waiting List Letter (DAISy generated or DPH 4220) for 3 full fiscal years. DAISy maintains this information for only 1 year.

ATTACHMENTS

WIC Application Brochure (DPH 4158)

WIC Ineligibility/Termination Waiting List Letter (DPH 4220 Rev 12/99)